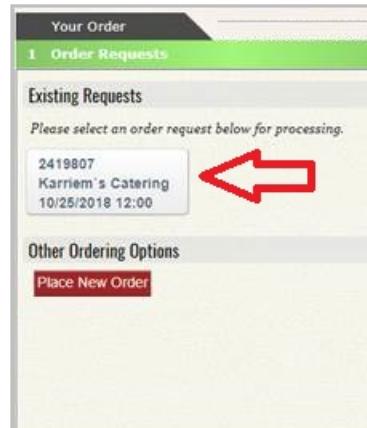


## CUSTOM ORDER PROCESS

Below are the steps for our custom order process. A custom order is an order with items not available on a vendor's menu, typically for an event including full service catering, rentals and staffing. If the items on your order are on a vendor's menu, it is not considered a custom order and should be placed on the ATG site.

1. **Place Your Order with the Vendor** – Contact the vendor directly to coordinate the menu for your custom order. Make sure to include the email address of the person that will be processing the order through ATG.
2. **Order will be Entered and an Email Sent** – The order will be entered by the vendor or ATG Customer Service in the ATG system under the email address provided. An email will be sent when the order is ready for processing and will include a Request ID (e.g. 123456).
3. **Log-in to ATG and Select the Request** – Log-in to ATG. The Request ID will appear under your Existing Requests. Click the request and load the order for viewing. Click 'Accept' to load the order to the cart for checkout (*you can edit the order in the cart once loaded, if needed*).
4. **Proceed to Checkout and Submit** – Once the order is loaded and edited, select Checkout and follow the remaining steps through to Submit. Once submitted, the order will be sent for approval like any other ATG order and will proceed through the standard workflow.



You're done processing your custom order! If you have any questions on this process or any other order related questions, please contact ATG Customer Service via phone (866-ATG-TOGO) or email ([customerservice@americatogo.com](mailto:customerservice@americatogo.com)).